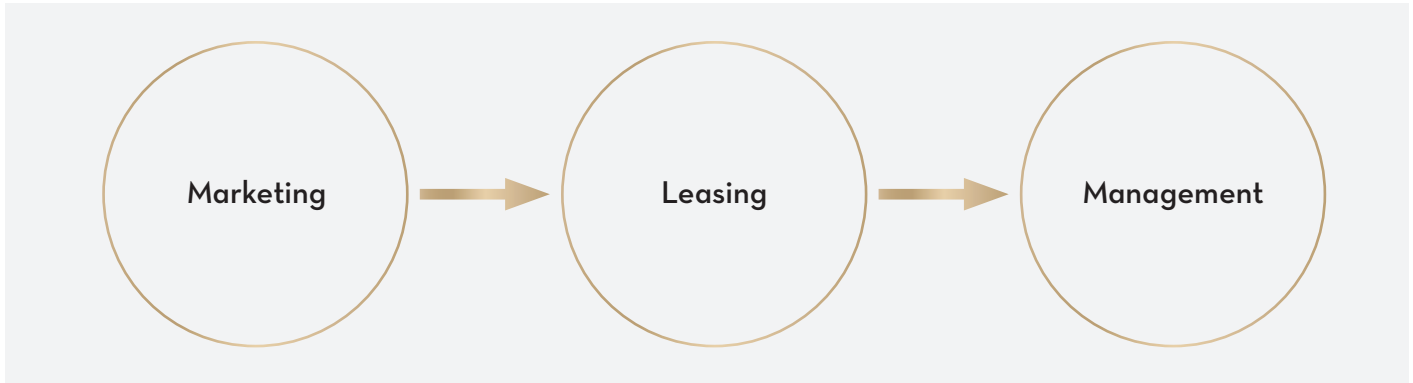


Our Executive Services

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MARKETING

Marketing process – What we do

Your property will be placed on major real estate internet sites together with suitable photographs and a marketing script.

Your marketing includes:

- Professionally edited photos
- Floor plan
- Standard listing on display
- Online access for tenants to book inspections at suitable times
- Exposure to our 40,000 + Tenant database
- Exposure to Crown Group networks

Marketing upgrades at an addition cost (we recommend)

- Upgrade to Premium Listing
- Video walk-through of property
- 360-degree camera virtual tour of property

What marketing portal platforms are used?

- www.realestate.com.au
- www.domain.com.au
- www.rentfind.com.au
- www.iproperty.com.au
- www.rent.com.au

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LEASING

The leasing process

The leasing process involves securing and placement of a new tenant for your rental property. The leasing fee amount is based on the amount of rent received for the property and is only charged on new tenancies when a new tenant is secured.

The leasing process - What we do

- Arranging and taking of marketing photographs of the property.
- Creating a marketing script with the property details.
- Uploading of the property marketing script with various photos to property search websites.
- Showing properties via private and open inspections to prospective tenants.
- Answering tenant enquiries and issuing application forms.
- Careful checking of tenant rental references and confirming employment details.
- Collection and checking of tenant identification for 100-points of value.
- Checking the application against the tenant internet default database.
- Landlord communication for the final decision on the applicant.
- Tenant liaison and confirmation of a successful/ unsuccessful application.
- Preparation of the new tenant agreement, bond lodgement forms ready for tenancy.
- Completing the ingoing condition report with every area and item within those areas recorded for their cleanliness and condition at the start of tenancy. Along with comprehensive photos also recording the ingoing condition at tenant handover.
- Water meter reading recorded.
- New tenant induction, including issuing and detailed explanation of the main tenant obligations; tenancy agreement; bond form; property condition report; compulsory legal information booklet and photocopy; recording and issuing of keys.
- Lodging the rental bond with the Rental Bond Board.

MANAGEMENT

The management process

Taking care and supervising your rental property is the most important function we perform. The management fee charged, expressed as a percentage of all rents collected, covers the day-to-day management and supervision of your property under our professional care.

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The management process - What we do

- Attend to landlord client correspondence and communication.
- Attend to daily tenant telephone, email, online and front office enquiries.
- Disburse and manage your rental monies through our trust account.
- Key management and security for viewings, all inspections, and tradespeople.
- Copying/ scanning of creditor invoices.
- Rent collection and rent control early intervention.
- Correct and prompt serving of all legislative legal forms.
- Arrangement of water readings when required.
- Paying for water consumption and recovery of payment from tenants.
- Coordinating tradespeople quotes and repairs with regular follow-up.
- Paying of tradespeople accounts.
- Paying creditors property expenses, on behalf of landlord clients.
- Serving rent increase notices to a tenant in-line with legislative requirements.
- Processing notices to vacate and confirmation with tenants.



ROUTINE INSPECTION

The routine inspection process

The routine inspection is conducted approximately every 6 months. This allows us to monitor the tenant performance and general condition of the property, keeping the condition as well maintained as possible and keeping your asset value maximized.

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The routine inspection process - What we do

Issue the tenant with the required legislative written notice of inspection.

Tenants are notified of upcoming inspection.

A room-by-room written report detailing tenant performance, criticisms, repairs, concerns, and recommendations for improvement to the condition of the premises.

Tenant feedback on performance.

Tenants are followed up if unsatisfactory items identified with a further inspection if required.

Issuing of original written report to the landlord including all photos and videos.

If we are unable to attend the property in person due to tenant's illness or other restrictions, we conduct our routine inspections via our tenanted assisted inspections.

ONGOING MANAGEMENT

Monthly administration process - What we do

Each month you will be provided a statement showing rental payments received, expenses paid your behalf and total amount disbursed to your nominated bank account. Annually, you will be issued a summary of income and expenses in relation to your investment property in any given fiscal year.

Your accountant is likely to charge much more to prepare an equivalent summary for you. Our annual summary statement offers excellent value, saving you considerable accountancy expenses. This statement highlights all incoming and outgoing expenses for the property making it easy to lodge your tax return. All our clients will also have online access to our Property Tree owner portal by which you will have 24/7 access to all statements.

The tribunal/ court and attendance process - What we do

We are required to prepare for and appear before the NSW Civil & Administrative Tribunal (NCAT.) We will always seek your permission and let you know before appearing at the tribunal/ court on your behalf.

This process involves preparation and organisation of all documentation, travel to and from, and attendance at any tribunal/court hearings as directed by the Residential Tenancies Tribunal.

The insurance claims process- What we do

We provide services where, on your behalf, we prepare insurance claim forms covering issues such as property damage, rent default and pet damage. This is dependent on the type of claim and the type of insurance cover you have for your property. Completing this type of paperwork is cumbersome and tedious. We can handle this work and effort, so you do not need to stress!

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Outside of normal duties process - What we do

From time to time we can be available for circumstances that occur outside of normal duties or normal business hours. These could be:

- Available to oversee the renovation of a property. This could involve arranging several quotes, overseeing a variety of tradespeople and checking on work completion, etc. in addition to normal repairs and maintenance items.
- Meeting assessors or real estate valuers at a property.
- Meeting landlords at properties outside normal business hours. For example, to conduct a property inspection.

LEASE RENEWAL & RENT REVIEWS

The lease renewal process - Why it's important

This fee is applied when the lease is extended for a further term with an existing tenant. The main benefit to you for the continuance of a fixed term lease is that it assures a maximum payout on a landlord insurance policy should the tenant default in rent. It also guarantees the rent to the landlord should the tenant wish to break a fixed lease (this is dependent on your landlord insurance policy wording).

Should either of these situations occur on a non-fixed term lease (should a fixed term lease not be renewed) the tenant is not obligated to keep paying rent (only 21 days' written notice is required) and the landlord can suffer unforeseen financial loss should this occur in a quiet rental time.

The landlord must fund the vacancy period in this case without a fixed term tenancy in place. Should a default happen, the landlord insurance policy either pays a minimal amount or nothing at all (some bank sourced landlord insurance policies do not pay at all if the default occurs when a tenant is on a non-fixed term lease). Therefore, keeping a tenant on a fixed term lease is in everyone's best interest.

The lease renewal process - What we do

- Conduct rent reviews in-line with market conditions to ensure your property is achieving its highest possible return.
- Landlord consultation for lease renewal suitability before a lease renewal is approved.
- Tenant approached about their intention to renew lease with negotiation of terms and increased rent if applicable.
- The lease renewal is signed by your tenant.
- Copy of lease renewal is issued to the tenant and sent to the landlord.

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VACATE

Vacate inspection process - What we do

- All items from the original ingoing property condition report are checked off.
- Any tenant neglect, damage and cleanliness issues are noted in writing (allowing for fair wear and tear on the property).
- The tenant is directed to amend any items that are unsatisfactory on the original ingoing inspection report.
- Should the tenant not return we arrange the appropriate trades to attend and return the property to its ingoing condition (less fair wear and tear).
- Return to the property to re-inspect any unsatisfactory items to ensure proper rectification.
- Update the ingoing inspection report for the next tenancy.



The Grand Residences, Eastlakes